

**REQUEST FOR INFORMATION**  
**for**  
**CONSUMER ASSISTER SERVICES**

**IDAHO HEALTH INSURANCE EXCHANGE**

**ADDENDUM NO. 1**

**Project: Consumer Assister Services**

**Response Date: June 12, 2013**

June 7, 2013

## ADDENDUM NO. 1

The Idaho Health Insurance Exchange (“Exchange”) has received a number of questions from potential respondents to the Request for Information (“RFI”) for Consumer Assister Services, issued by the Exchange on June 6, 2013. As a result, the Exchange issues this Addendum No. 1 to the RFI.

The RFI is amended to add the following information for the benefit of those responding to the RFI:

1. Paragraph 8 on page 4 of the RFI should read:

Please provide a summary, but not estimated amounts, of the types of fees and costs as well as the pricing model your Company will charge to provide the Services and any associated materials. You must separately disclose and itemize any commissions or fees anticipated to be received by your Company, any mark-ups for products and services from other vendors which would be charged to the Exchange, and any consideration or compensation provided to your Company from contracted vendors that you anticipate using on this Project.

2. A potential respondent asked the following question:

Can the Exchange briefly explain how this “Consumer Assistance Services” RFI piece will fit into their recent broader “Education and Outreach” RFI for services, and with any other possible Exchange plans for assisting consumers. Will they also be establishing programs for Navigators, In-Person Assisters, and/or Agents-Brokers? What level of outreach and assistance are they looking for in this RFI – general statewide, community targeted, individual assistance?

The Exchange responds as follows: The structure and composition of the Consumer Assister program and Services has not been finalized at this time. The Request for Proposal, which will follow this RFI, will include additional information about these Services and how they will be structured.

3. The “professional references” referenced in the RFI are from persons or entities for whom you have performed work.

All other portions of the RFI remain unchanged.